Chapter 11 - Error Correction

INTRODUCTION

The information discussed in this chapter generally refers to errors detected on transactions entered in edit modes "0" or "1." Transactions entered in edit mode "2" (on-line edit and post) are fully edited and if appropriate, rejected on-line. The only nightly batch processing performed for transactions entered in edit mode "2" is posting to payment processing tables, if applicable, and posting to the History File.

The production of useful and accurate reports, the goal of any information system, requires correct data to be recorded in the system's database. Naturally, correct entry during original input is ideal, but systems must allow for error detection and correction. The error correction process in R★STARS allows the information entered during the day, regardless of edit mode, to be corrected and changed up until the time that the transaction is approved or released to the R★STARS financial tables.

The error correction process used is dependent on when the error is detected and how the transaction has been entered into the system. There are three types of error correction transactions in R★STARS:

- Correction of errors prior to posting in the nightly batch cycle.
- Correction of rejections.
- Correction of errors detected by R★STARS.

This chapter provides an overview of the error correction procedures available in R★STARS and discusses each of the specific types of error correction listed above. For detailed descriptions of all error correction procedures in R★STARS, reference the R★STARS Data Entry Guide, Chapter 4, on Error Correction. The following sections are included in this chapter.

11.1 CORRECTION OF ERRORS PRIOR TO POSTING IN THE NIGHTLY CYCLE

Input preparation is the first step in preparing accounting data for processing by R★STARS. Because this is the first step in the processing cycle, it is the ideal point at which to ensure valid, error-free transactions. The basic steps involved in input preparation include:

- Coding the input forms with the appropriate R★STARS classification and information data.
- Calculating document control totals.
- Batching similar types of documents together.
- Calculating batch control totals.
- Recording batches in a batch control log.
- Submitting batches for data entry.

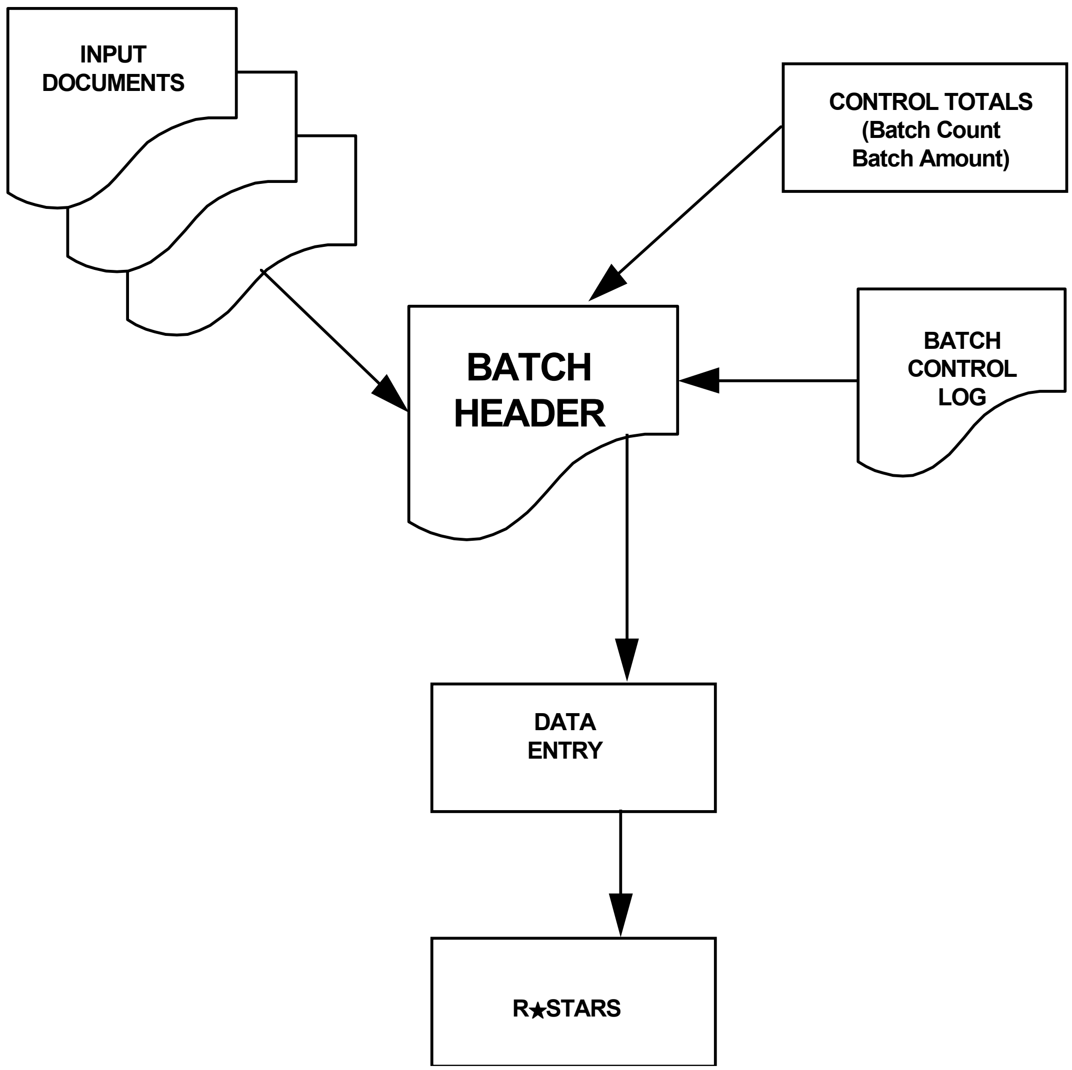
When the batches of accounting transactions are released to the system for processing, the accounting transaction input preparation process has been completed. Refer to Data Entry Guide, Chapter 3 for a discussion of transaction entry and batch release procedures. The accounting transaction input preparation exhibit, shown on the following page, summarizes this process.

Detection

Not all errors can be detected by the Input, Edit, Update (IEU) process. For example, amounts may be in error, or errors such as citing a valid but incorrect PCA, Comptroller object, document number, or transaction code may not be detected during the editing process, thus allowing the transactions to be posted to financial tables.

Although errors of this type may eventually be discovered indirectly through the update validation and fund control process when related follow-up transactions are entered, the immediate result of posting such erroneous transactions is inaccurate reporting. Therefore, it is imperative that personnel review all reports as they are received to ensure that accounting data has been properly posted. Careful review will catch errors when they can be easily corrected and before they cause a series of errors.

ACCOUNTING TRANSACTION INPUT PREPARATION



Correction

Before a batch is approved and released, corrections can be made to the batch using the 510 Recall A Batch For Correction, 54A Batch Header Correction, and 54B Detail Correction screens in much the same way as errors detected by R★STARS are corrected after nightly processing. Once a transaction is released, approved and paid, if required, and error-free, the transaction is posted to the History File in the next batch cycle and may only be corrected by entering a reversal and/or correcting entry.

Erroneously Liquidated Old Year Encumbrances

If you have unintentionally liquidated a valid old fiscal year encumbrance (originally established in ADPICS and correctly "rolled" to the new fiscal year) by erroneously liquidating the entire encumbrance amount when making a partial payment against the encumbrance, the result will be an understatement of the old fiscal year encumbrance balance for financial reporting purposes, as well as an understatement of the new fiscal year encumbrance balance.

To correct the understatement of the old fiscal year encumbrance balance, enter the following entries (it is important that both of these entries are recorded prior to the closing of Document Type NR) in R★STARS:

1) Record a TC 884, Establish Encumbrance Not in R★STARS - Year-End
Effective Date: 9/31/XX (old fiscal year)
Document Type: NR
Batch Type: 4

2) Record a TC 887, Encumbrance Liquidation Not in R★STARS - Year-End
Effective Date: Current date (new fiscal year)
Document Type: NR
Batch Type: 4
Reference Document: Use the current document number from the TC884

11.2 CORRECTION OF REJECTIONS

Rejections are transactions submitted to R★STARS through interfaces that have errors so severe that they cannot be stored in the R★STARS Internal Transaction (IT) File. Detection, reporting and correction of rejected transactions are discussed below.

Detection

During processing, basic checks are performed on the input data. All errors found by this program result in rejection of the transaction or the batch. The deficiencies that can cause this condition are:

- Unbatched accounting transactions.
- Records that are not legally classified in the system as accounting transactions.
- Duplicate document or batch headers transactions.
- Duplicate document numbers.

These conditions rarely occur. When they do, the error must be identified and corrected and the transactions resubmitted for processing.

Reporting

All rejections are reported on the DAFR2151 R★STARS Error Report. This report contains Transaction ID (batch agency, batch date, batch type, sequence number, and batch count), accounting classification, amount, and the associated data or fund control errors of the rejected transaction.

Correction

The correction of rejections is accomplished by resubmitting the accounting transactions in corrected form. It is important to document an audit trail by noting on the Error Report the action taken for each rejected transaction.

11.3 CORRECTION OF ERRORS DETECTED BY R★STARS

Errors detected by the R★STARS IEU process are discussed below.

Detection

The errors discussed in this section are identified internally by R★STARS during the IEU process. For each transaction in error, a specific data element or combination of data elements has been identified as violating an edit rule or the transaction amount violates a funding edit. This section describes the various groups of errors that may occur, the way in which they are reported, and the procedures that must be used to correct them.

On-Line Error in Edit Mode 1

If this error appears on the report, then you should go to profile 90 and type in the error code in the keyword field. After you have entered this, an explanation will appear which should enable you to work that particular error.

Batch Errors

Batch errors include invalid or incorrect data elements which enter the system on the batch header. The other type of batch level error relates to the computed transaction count and amount not matching the entered count and amount. Transactions in a batch are not released until the batch is balanced, so this type of error should rarely be seen on the error reports for internal users. Batch error corrections can be done with User Class 79 on the 530 profile.

Field and Profile Look-Up Errors

The data elements contained in accounting transactions are subjected to a variety of edit checks (such as active or inactive status, existence in the corresponding profile, etc.). Up to six error conditions may be detected for a transaction before further editing procedures are terminated. The field and profile look-up errors are identified by an error code.

Fund and Profile Control Errors

Fund control edits check the input transaction to ensure that a control balance in one of the master tables is not exceeded after posting the transaction. Fund control edits may occur at varying points in time. The error messages reported for each error identify which month or year is overexpended. Error messages for most fund control errors include one of the following designations:

- **PY** — Prior Year
- **PM** — Prior Month
- **CUM** — Cumulative to date

For example, the error message generated for an expenditure transaction which exceeds the agency budget balance for the prior year would appear as:

PY AB OVEREXPEND

Detection, reporting, and correction are described and illustrated on the following page. Each cause relates to the process listed on page 11.3-1.

The profile control edits are those that check to ensure that certain characteristics are present in certain fields before posting takes place. The fund and table control errors are identified by a three digit error code.

These types of accounting errors, if fatal, are stored on the transaction where they can be corrected as appropriate. It should be noted that certain batch errors, for example errors in effective date or the disbursement method indicator, can be recorded as errors in the detail transactions. Warning errors do not prevent the transaction from being posted to the Accounting Event Table and eventually to the History File.

Note: Error codes (both data and funding) are defined in the D51 Error Code profile. This profile contains a short description that is displayed when an error occurs. More information about the errors and how to correct the situation is available to the user by selecting F1.

Reversals as a Result of Running the DAFM294 Program

When the DAFM294 program is run in the production environment, it will either reverse or delete any transactions which have not completed successfully due to ABEND conditions which occurred while attempting to post transactions in MAIN FACS (R★STARS or ADPICS), due to the lack of a companion transaction.

When the DAFM294 program is run, all transactions which are reversed will be reported on the DAFR2941 R★STARS Transaction Reversal Report (see the R★STARS Report Guide). Agencies should check this report for transactions that were reversed and research them to determine whether they must be re-entered.

Errors Due to Payroll Transactions With Appropriation Year Different From Effective Date Fiscal Year

This type of error is most likely to occur during Year-End Closing.

All old year HRS (PPRISM) transactions must have an appropriation year of the old fiscal year or before. Old year HRS transactions with a new appropriation year will result in errors. Corrections may be made to individual transactions through the 530 Screen, View Batch Headers, or through the mass change capabilities on the 540 Screen, Batch Header Correction.

PPRISM batches contain either old year or new fiscal year expenditures, since PPRISM batches do not cross fiscal years. Agencies with intermittent errors within an old year batch may perform a mass change to the field appropriation year without risk to new year transactions. However, such a mass change will impact any transactions posted with an old appropriation year.

11.4 CONTACTING THE MAIN HELP DESK

The MAIN Help Desk's hours of operation & telephone numbers are:

- 7:00 a.m. to 5:00 p.m., Monday through Friday except holidays
- (517) 373-6222 for users calling from the Lansing area
- 1-800-856-MAIN (6246) for users calling outside the Lansing area
- The fax number is (517) 373-0297
- TTY Telephone is (517) 241-7725

The MAIN Help Desk is staffed with well trained Analysts that can answer, or find the answer to, any questions in the following areas:

- MAIN FACS (Financial Administration and Control System)
    - ADPICS (Advanced Purchasing Inventory Control System)
    - R★STARS (Relational Standard Accounting and Reporting System)
    - RMDS (Report Management and Distribution System)
- MAIN HRS (Human Resource Systems)
    - PPRISM (Personnel Payroll Information System of Michigan)
    - PPS (Personnel Payroll System)
    - DCDS (Data Collection and Distribution System)
- MAP (MAIN Access Panel)
- MAIN MIDB (Management Information DataBase), IAT (Information Access Tool)
- MAIN EIS (Enterprise Information System), accessible via Netscape
- MAIN Net (network connectivity to the mainframe)
- Passwords/Security (security violations and user class problems)

MAIN Help Desk Analysts *cannot* answer questions on policy issues, agency controlled technology/networks, telephone equipment and/or lines, non-MAIN software installed on PC's that are used to access MAIN. These questions should be referred to your respective agency or central control resources.

A user can call the MAIN Help Desk using the telephone numbers listed above with a question. The telephone system will prompt the user to select certain buttons to get the user to the right Analyst. The telephone broadcast message system will tell users of any outages or other problems.

There are two methods for sharing details regarding problems or obtaining assistance to correct errors, as follows:

1. Use the Help Desk Information Log (HDIL) if you are an R★STARS user. It is a very useful tool for providing screen prints, comments regarding the problem, and your name and

telephone number for a response. After entering this information into the HDIL, make sure to call the MAIN Help Desk using the telephone numbers listed above and talk with an Analyst, or leave a voicemail message regarding the HDIL. Calling the MAIN Help Desk will accomplish notice of the existence of the HDIL and assignment to a specific MAIN Help Desk Analyst for follow up.

2. Use the MAIN Help Desk FAX machine at (517) 373-0297 to send supporting documentation such as a screen print, comments regarding the problem, and your name and telephone number for a response. After faxing the information to us, make sure to call the MAIN Help Desk using the telephone numbers listed above and talk with an Analyst or leave a voicemail message regarding the FAX. Calling the Help Desk will accomplish notice of the existence of the FAX and assignment to a specific Help Desk Analyst for follow up.

HDIL and Faxes sent without a call to the MAIN Help Desk will go unnoticed, as no Analyst will receive it as an assignment. Faxed material that isn't expected or being looked for by an Analyst will get overlooked, and HDIL's will sit out on the system unnoticed and be purged after 30 days.